ACKNOWLEDGEMENTS

First of all, I would like thank Mrs. Suraya Hamid, as my supervisor for my project. Thank you for her invaluable patience and advice which really helped me a lot. Without her guidance, this project would never turn out to be a successful one. Thanks for being very considerate and providing me sufficient information from time to time in order let me understand well the required steps for the development processes.

This project was made possible by many individuals, including all the respondents who generously shared their information and insight. I gratefully acknowledge their contributions and thank them for their invaluable supports.

Besides that, I would also like to thank my project partner, Miss Yu May Leen who has being so helpful, cooperative and supportive to work together in realizing this project.

Last but not least, I would like to thank family members for the supports that they have shown me that gave me strengths to continuously work hard to produce this successful e-BCS performance measurement system.